

Report on Results of 2019 Board of Nursing Customer Service Survey

The Texas Board of Nursing (BON or Board) sought stakeholder feedback through an online Customer Service Survey from January 1 to May 31, 2019. Board Staff received 347 responses to the survey, which was linked from the Board website, the covers of the January and April 2019 issues of the *Board of Nursing Bulletin*, and the agency Facebook page. The survey questions covered five areas: the *Texas Board of Nursing Bulletin (Bulletin)*; the BON website; the BON Facebook page; webmaster inquiries; and interactions with the Customer Service Group.

The survey results are included in Attachment A. Survey data will be utilized in preparation for the agency Strategic Plan for 2021-2025 to be submitted to the Texas Legislature in June 2020.

Recommendation

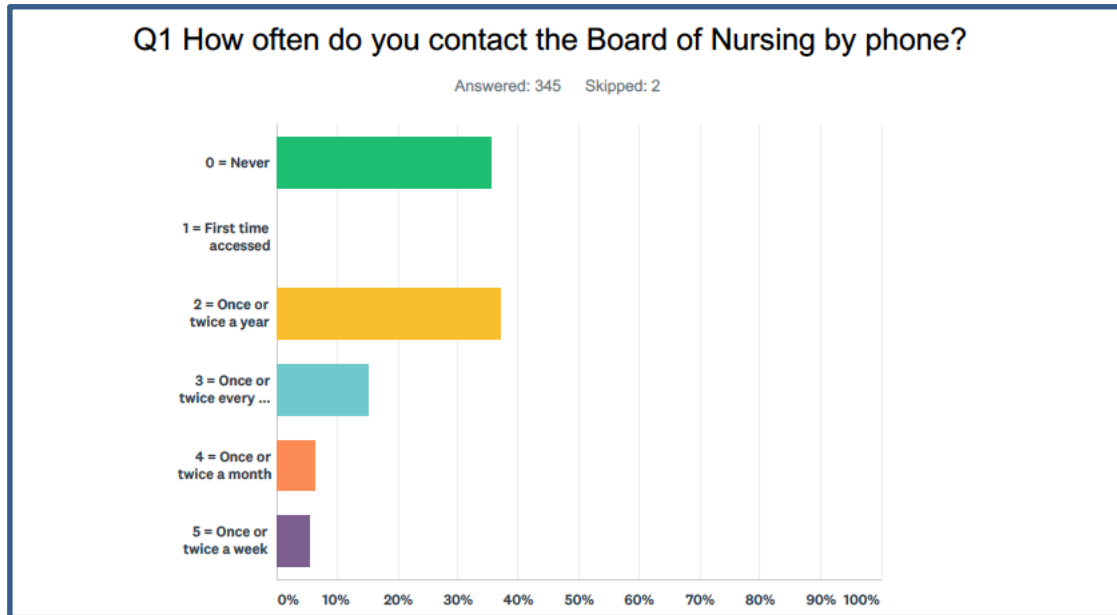
This item is for informational purposes only. No action is required.

Attachment A: 2019 BON Customer Service Survey Results

Customer Service Group

Q1: *How often do you contact the Board of Nursing by phone?*

- * More than 52% of respondents contact the BON once or twice a year to once or twice every one to six months.



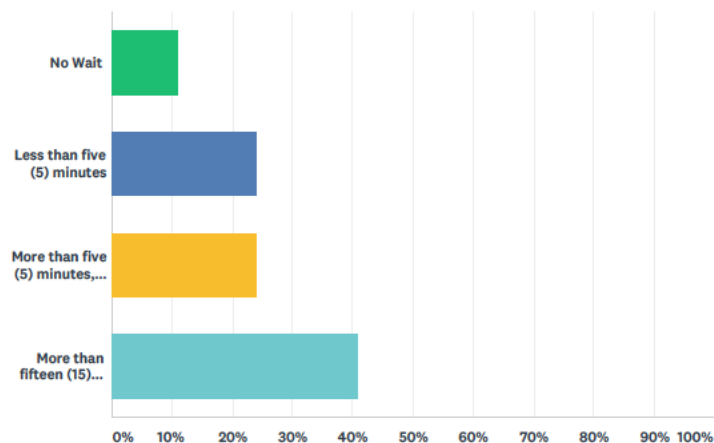
ANSWER CHOICES	RESPONSES	
0 = Never	35.65%	123
1 = First time accessed	0.00%	0
2 = Once or twice a year	37.10%	128
3 = Once or twice every 1-6 months	15.36%	53
4 = Once or twice a month	6.38%	22
5 = Once or twice a week	5.51%	19
TOTAL		345

Q2: How long did you wait for a BON representative to take your call?

- * More than 35% of respondents indicated that they waited five minutes or less to talk to a BON representative. In the 2017 BON Customer Service Survey, 38.74% of respondents indicated that they waited five minutes or less to speak with a BON representative.
- * More than 24% indicated that they waited more than five minutes. In the 2017 BON Customer Service Survey, 22.52% of respondents indicated that they waited more than five minutes, but less than 15 minutes.
- * More than 40% indicated that they waited more than fifteen minutes to speak to a customer service representative. Increased call volume may factor into the increased wait time for callers. The number of calls received in the first and second quarter of Fiscal Year (FY) 2019 (192,534) was more than all calls received in FY 2017 (187,087).

Q2 How long did you wait for a BON representative to take your call?

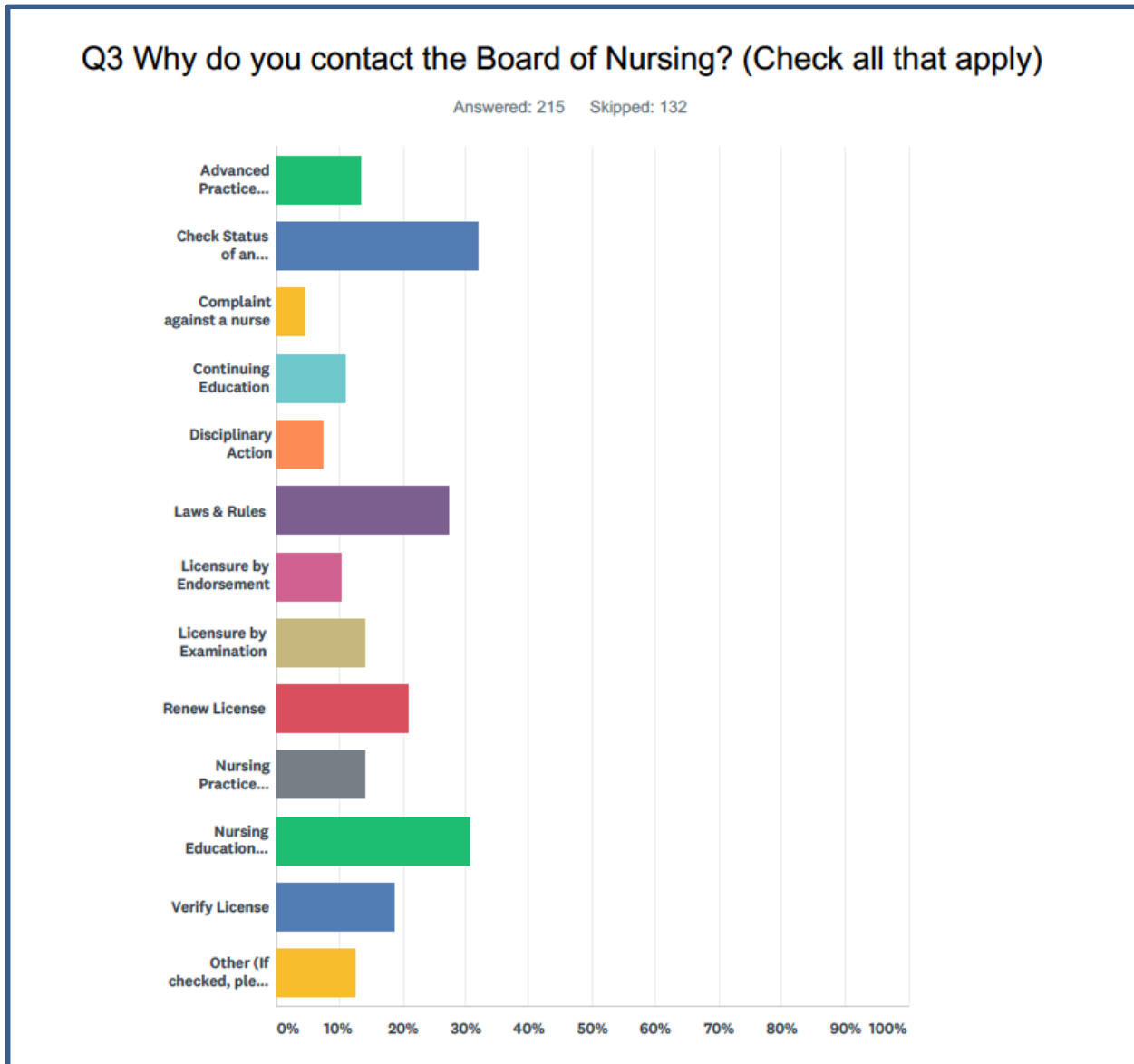
Answered: 208 Skipped: 139



ANSWER CHOICES	RESPONSES	
No Wait	11.06%	23
Less than five (5) minutes	24.04%	50
More than five (5) minutes, but less than fifteen (15) minutes	24.04%	50
More than fifteen (15) minutes	40.87%	85
TOTAL		208

Q3: The survey next asked respondents why they contact the BON.

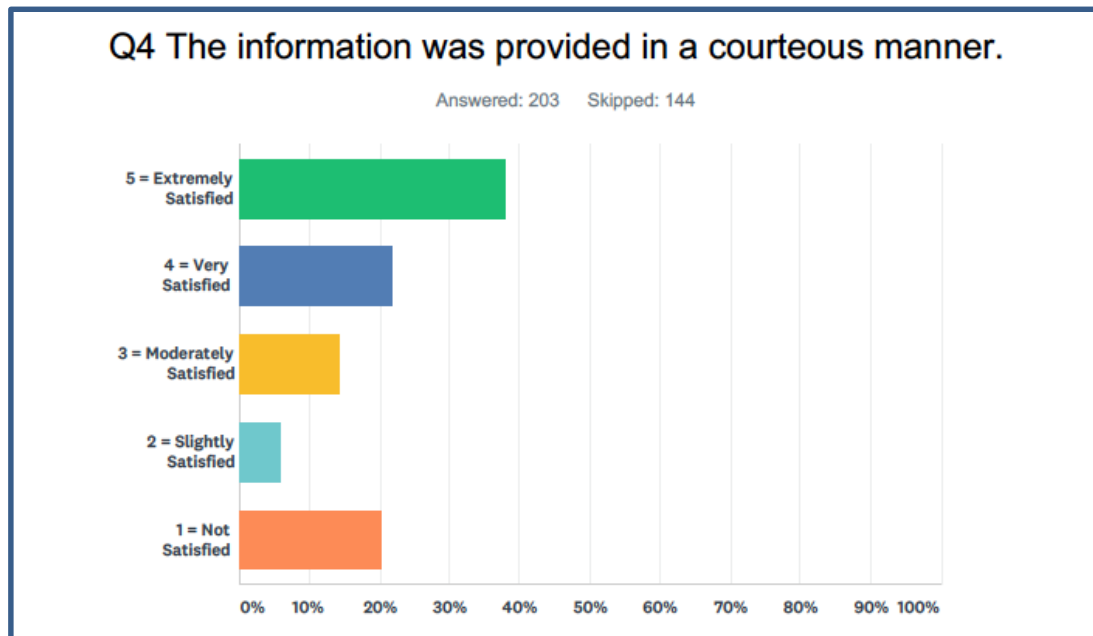
- * Forty-one percent of respondents indicated that they were contacting the Board about nursing education or nursing continuing education.
- * Twenty-seven percent of respondents indicated that they were inquiring about laws and rules.
- * Seventy-one percent of respondents indicated that they were renewing a license, verifying a licensure, or checking the status of an application.



ANSWER CHOICES	RESPONSES	
Advanced Practice Information	13.49%	29
Check Status of an application	32.09%	69
Complaint against a nurse	4.65%	10
Continuing Education	11.16%	24
Disciplinary Action	7.44%	16
Laws & Rules	27.44%	59
Licensure by Endorsement	10.23%	22
Licensure by Examination	13.95%	30
Renew License	20.93%	45
Nursing Practice Information	13.95%	30
Nursing Education Information	30.70%	66
Verify License	18.60%	40
Other (If checked, please describe)	12.56%	27
Total Respondents: 215		

Q4: Respondents were next asked if the information they requested was provided in a courteous manner.

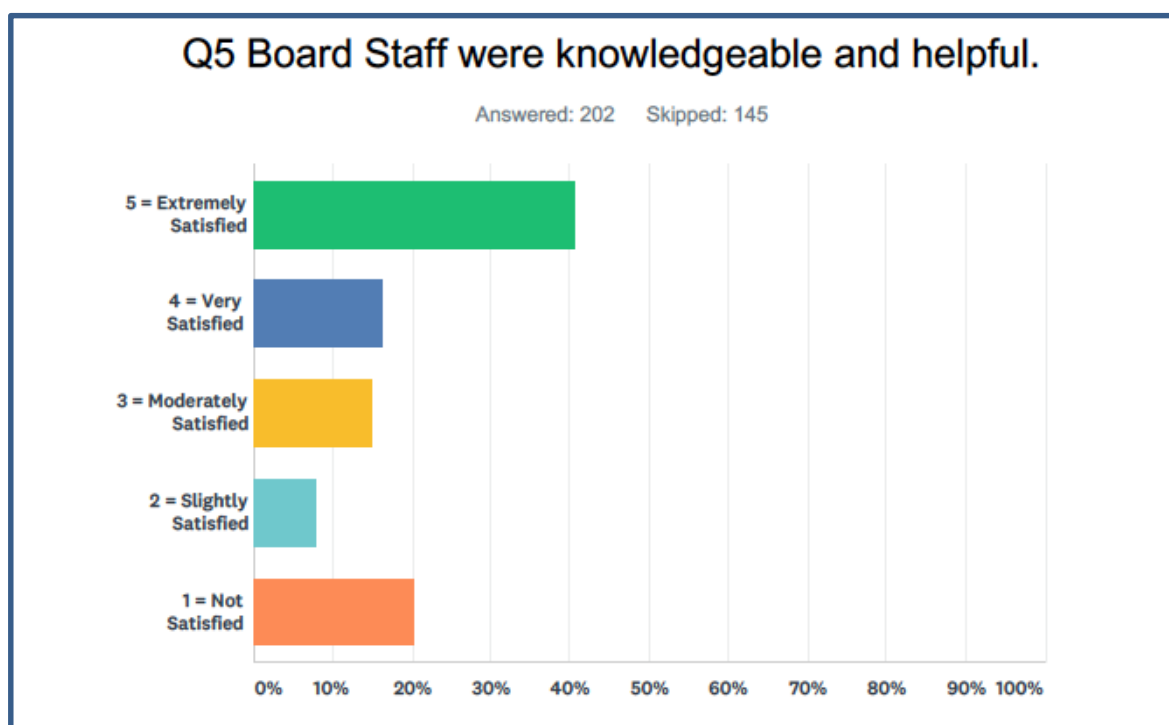
- * More than 37% were extremely satisfied and more than 21% were very satisfied with the courteousness of how the information was provided to them.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	37.93%	77
4 = Very Satisfied	21.67%	44
3 = Moderately Satisfied	14.29%	29
2 = Slightly Satisfied	5.91%	12
1 = Not Satisfied	20.20%	41
TOTAL		203

Q5: Were BON staff knowledgeable and helpful?

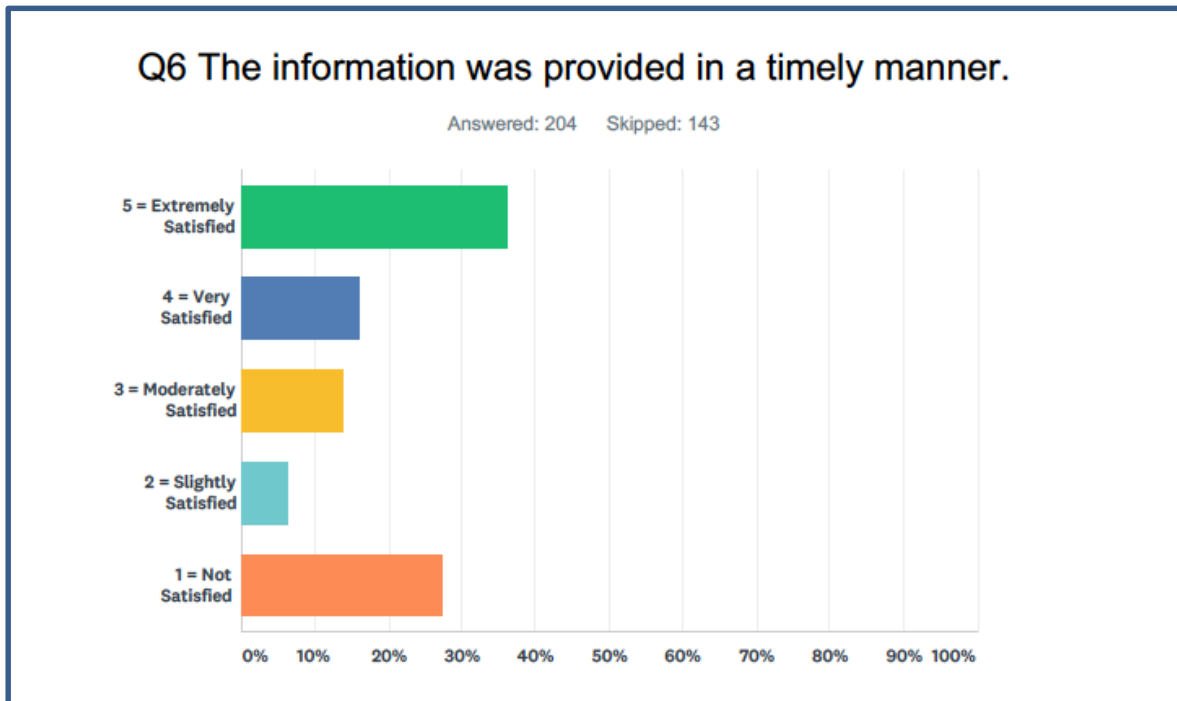
- * More than 40% of respondents indicated that they were extremely satisfied with the information received from BON staff.
- * More than 16% of respondents indicated that they were very satisfied with the response they received from BON staff.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	40.59%	82
4 = Very Satisfied	16.34%	33
3 = Moderately Satisfied	14.85%	30
2 = Slightly Satisfied	7.92%	16
1 = Not Satisfied	20.30%	41
TOTAL		202

Q6: Was the information provided in a timely manner?

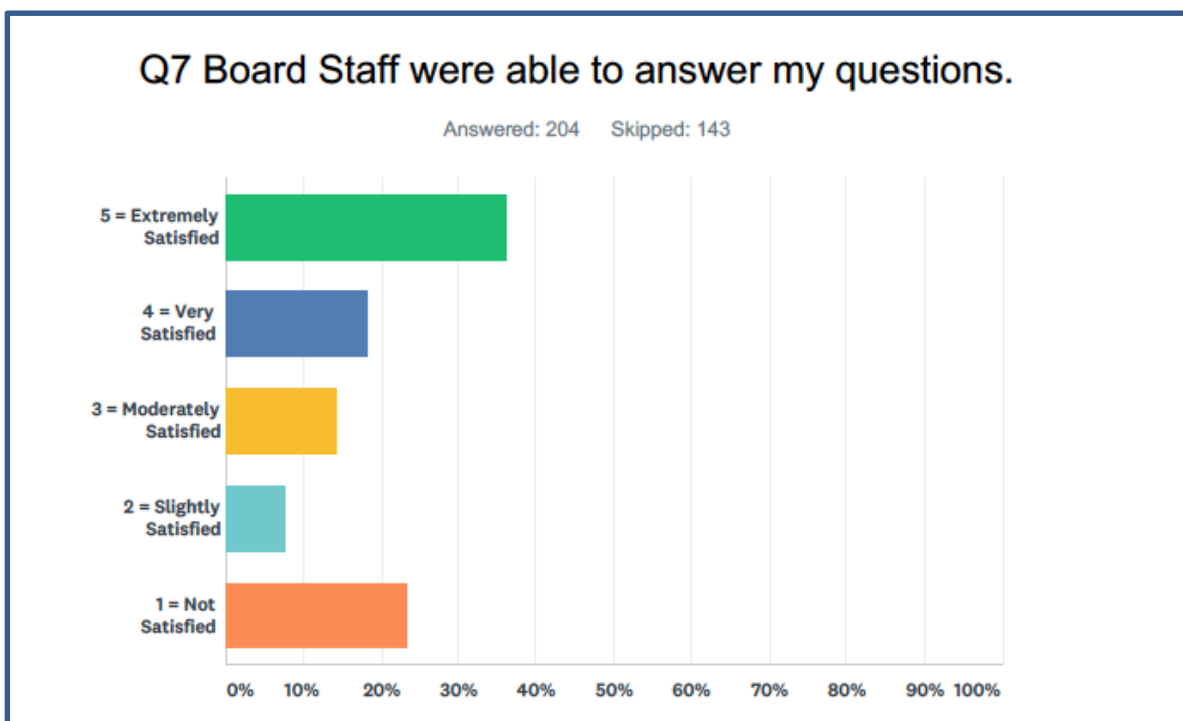
- * More than 52% of respondents indicated that they were extremely satisfied (36.27%) or very satisfied (16.18%) with the timeliness of the information provided to them by the Customer Service Group.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	36.27%	74
4 = Very Satisfied	16.18%	33
3 = Moderately Satisfied	13.73%	28
2 = Slightly Satisfied	6.37%	13
1 = Not Satisfied	27.45%	56
TOTAL		204

Q7: Were Board staff members able to answer the questions of respondents?

- * More than 54% of respondents indicated that they were extremely satisfied (36.27%) or very satisfied (18.14%) with the ability of the staff of the Customer Service Group to answer respondent questions.



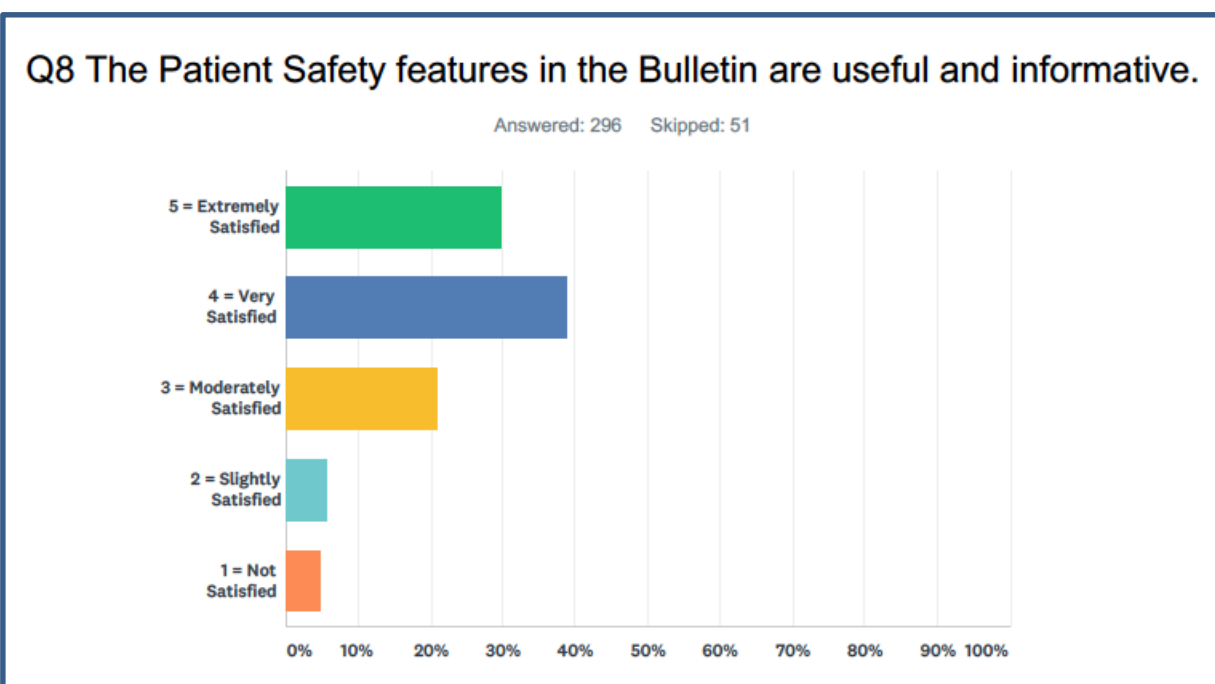
ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	36.27%	74
4 = Very Satisfied	18.14%	37
3 = Moderately Satisfied	14.22%	29
2 = Slightly Satisfied	7.84%	16
1 = Not Satisfied	23.53%	48
TOTAL		204

Texas BON Bulletin

Questions pertaining to the Board of Nursing Bulletin focused on: Patient Safety Features, Practice Questions and Answers, Notice of Disciplinary and Imposter Warnings, and articles relating to Continuing Education.

Q8: The survey asked if the Patient Safety Features are useful and informative.

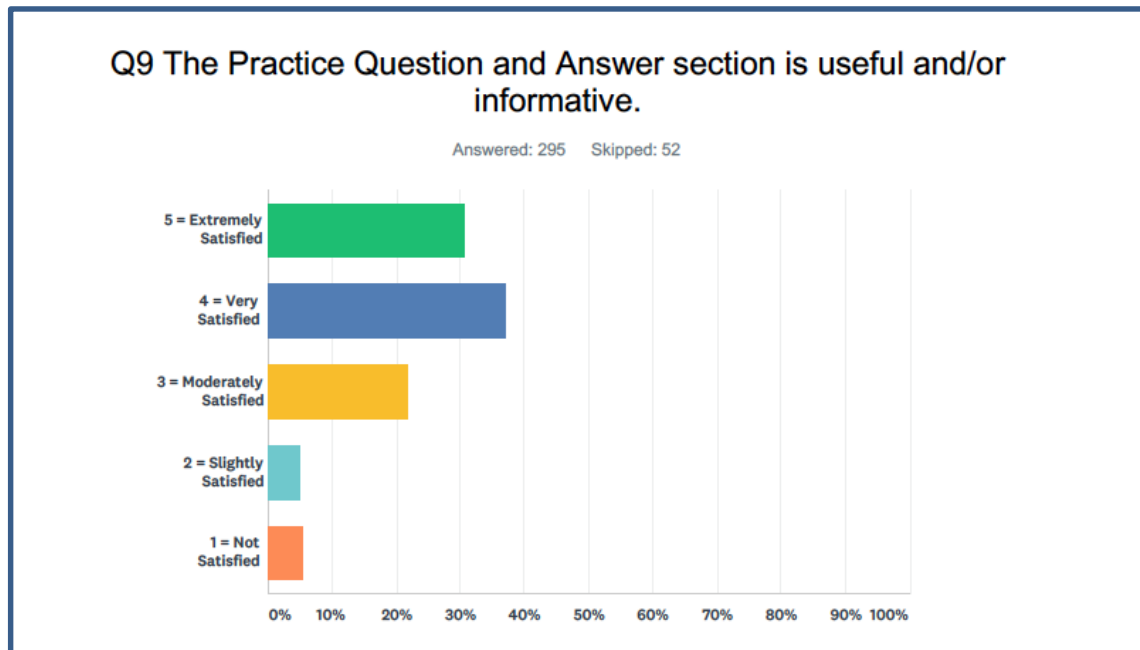
- * More than 68% of respondents indicated that they were extremely satisfied (29.73%) or very satisfied (38.85%) with the *Patient Safety Features* appearing in the *BON Bulletin*.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	29.73%	88
4 = Very Satisfied	38.85%	115
3 = Moderately Satisfied	20.95%	62
2 = Slightly Satisfied	5.74%	17
1 = Not Satisfied	4.73%	14
TOTAL		296

Q9: Respondents were asked if the Practice Question and Answer Section is useful and/or informative.

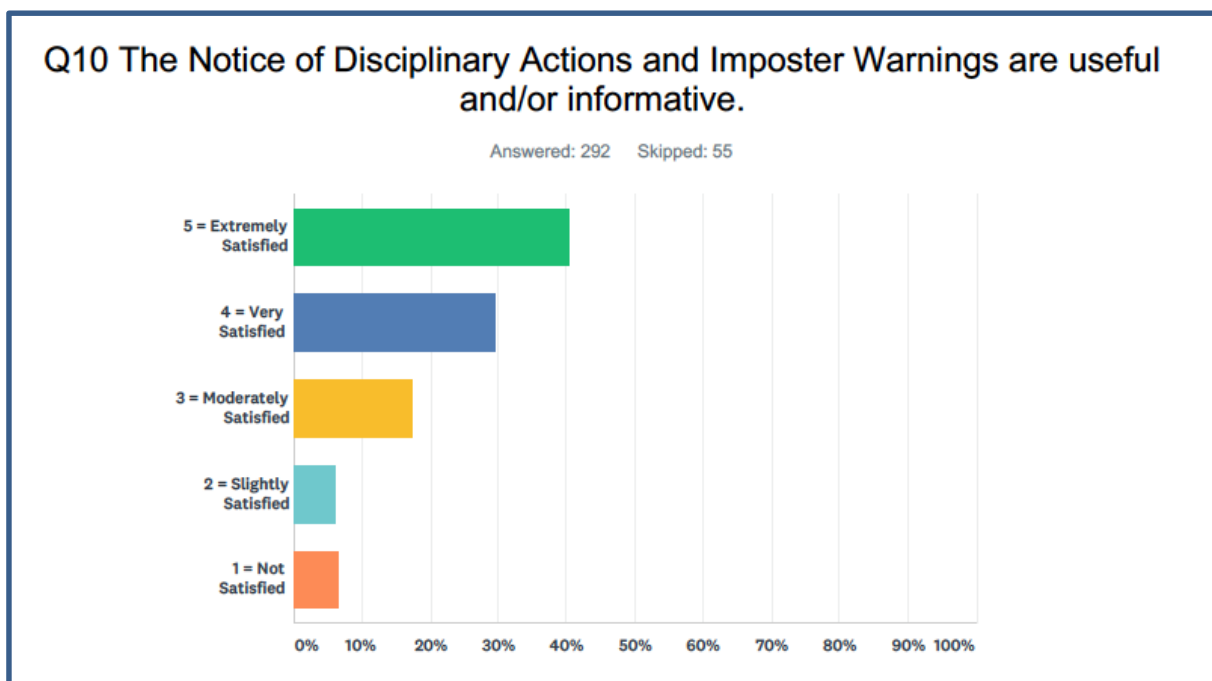
- * More than 30% of respondents (30.85%) indicated that they were extremely satisfied and 36.95% of respondents indicated that they were very satisfied with the *Practice Q & A* section.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	30.85%	91
4 = Very Satisfied	36.95%	109
3 = Moderately Satisfied	21.69%	64
2 = Slightly Satisfied	5.08%	15
1 = Not Satisfied	5.42%	16
TOTAL		295

Q10: Are the Notice of Disciplinary Action and Imposter Warnings useful and/or informative?

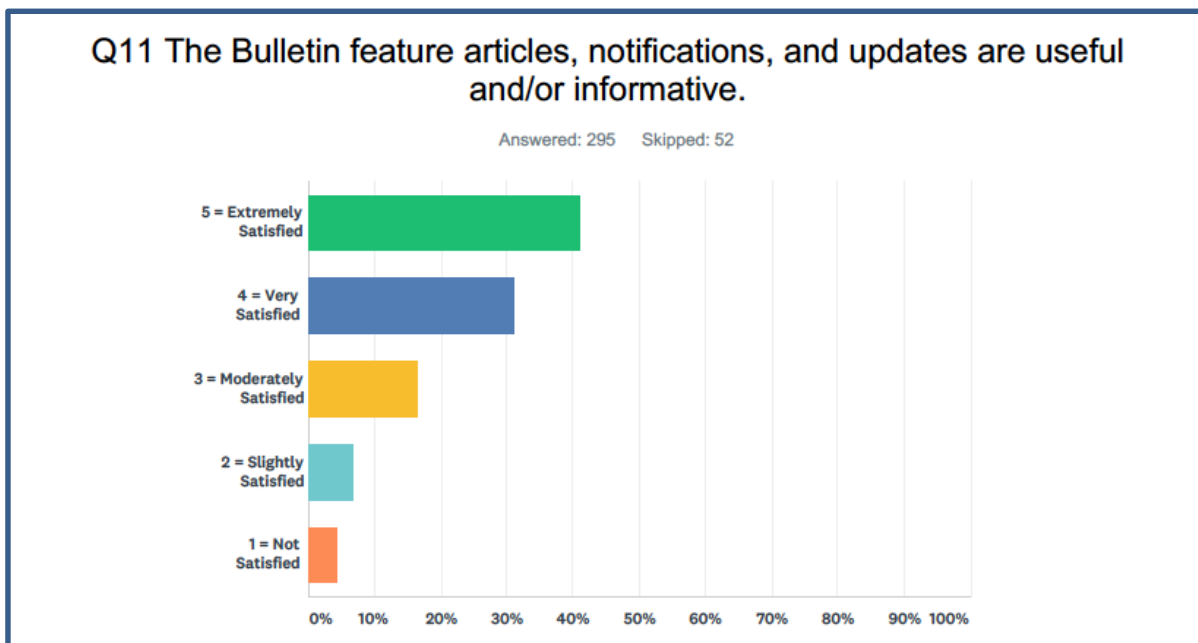
- * Survey takers expressed a favorable view of the *Notice of Disciplinary Action* and *Imposter Warnings* sections with 40.41% extremely satisfied and 29.45% of respondents very satisfied with the *Notice of Disciplinary Action* and *Imposter Warnings* sections.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	40.41%	118
4 = Very Satisfied	29.45%	86
3 = Moderately Satisfied	17.47%	51
2 = Slightly Satisfied	6.16%	18
1 = Not Satisfied	6.51%	19
TOTAL		292

Q11: Survey takers were asked their opinion on the Articles and Notifications on Continuing Education (CE) appearing in the Bulletin.

- * Survey results indicate that Bulletin Continuing Education articles and notifications are valued by readers with more than 41% of respondents indicating that they were extremely satisfied and 31% of respondents very satisfied with the BON articles and notification on CE.

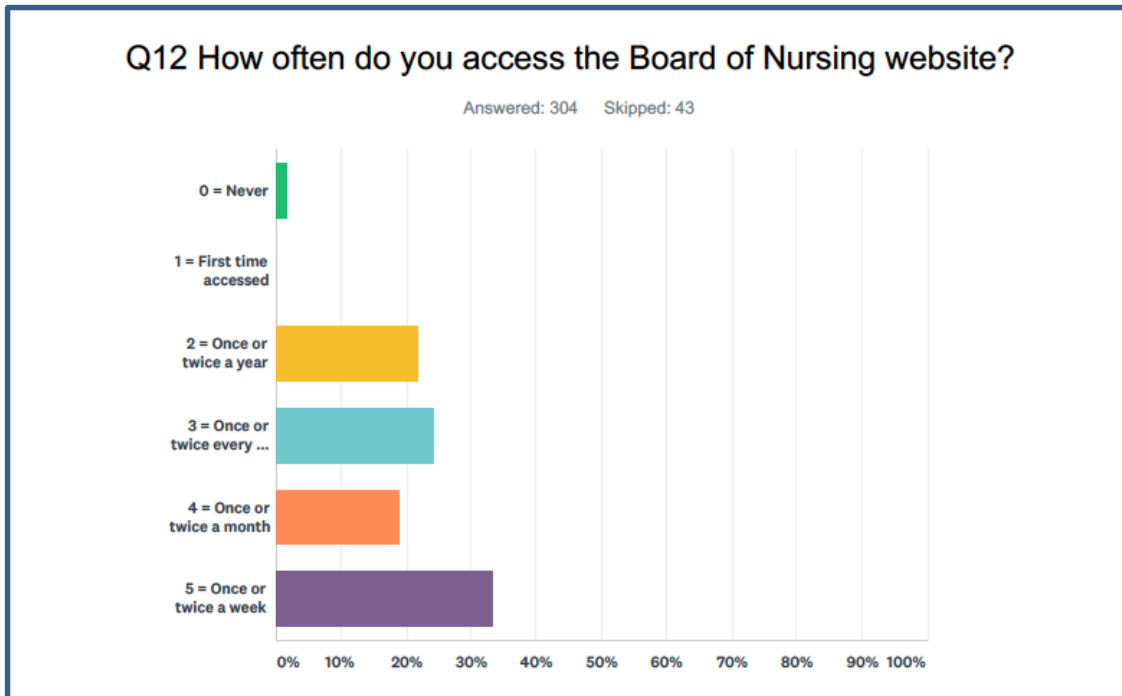


ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	41.02%	121
4 = Very Satisfied	31.19%	92
3 = Moderately Satisfied	16.61%	49
2 = Slightly Satisfied	6.78%	20
1 = Not Satisfied	4.41%	13
TOTAL		295

BON Website

Q12: *How often do you access the BON website?*

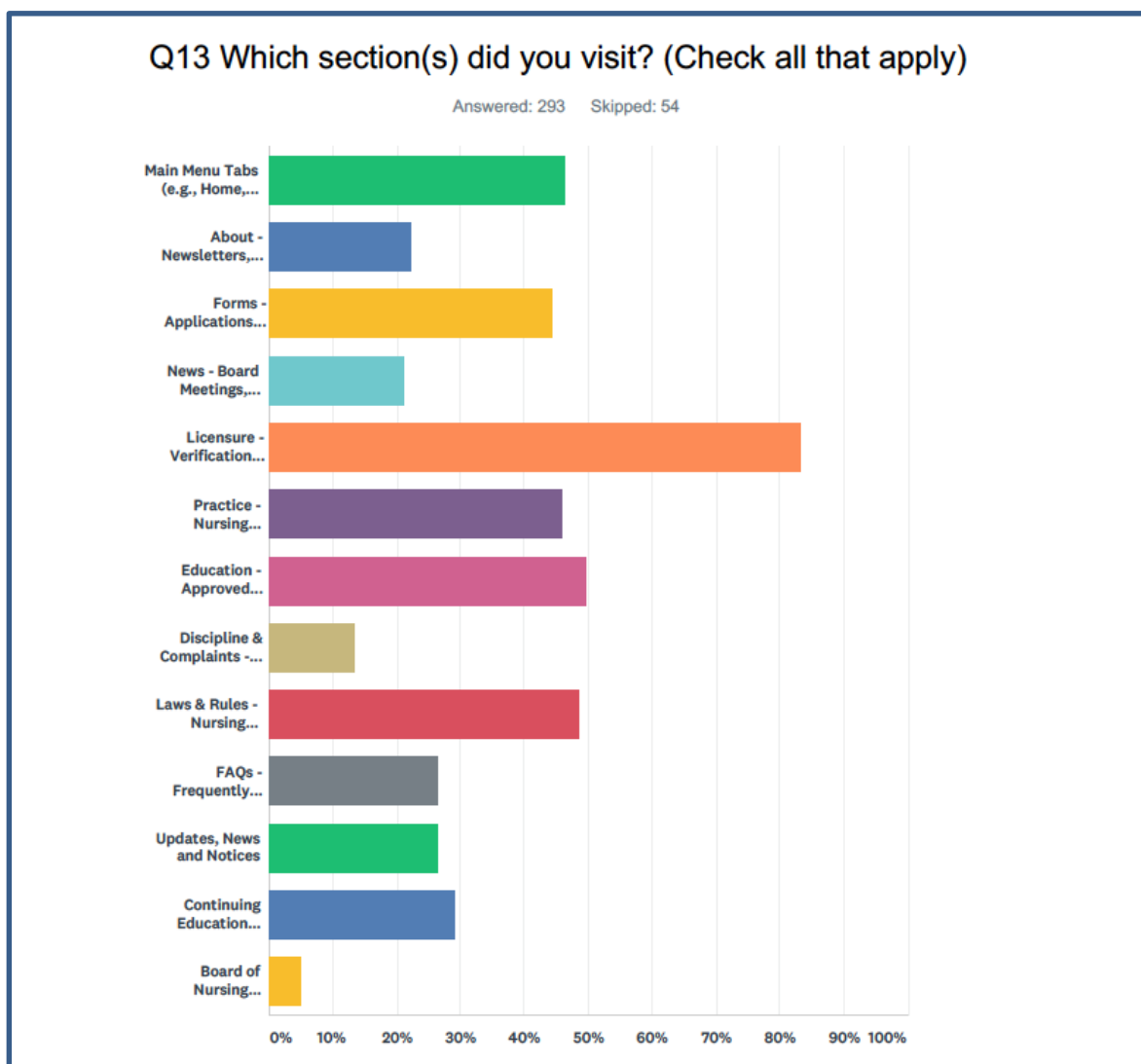
- * The greatest percentage of survey takers visit the BON website either once or twice a week (33.22%) or once or twice a week (19.08%). Looking at the 2017 BON Customer Service data, the number of respondents who visit the BON website once or twice a month decreased 14% in 2019.



ANSWER CHOICES	RESPONSES	
0 = Never	1.64%	5
1 = First time accessed	0.00%	0
2 = Once or twice a year	21.71%	66
3 = Once or twice every 1-6 months	24.34%	74
4 = Once or twice a month	19.08%	58
5 = Once or twice a week	33.22%	101
TOTAL		304

Q13: Which sections (of the website) did you visit?

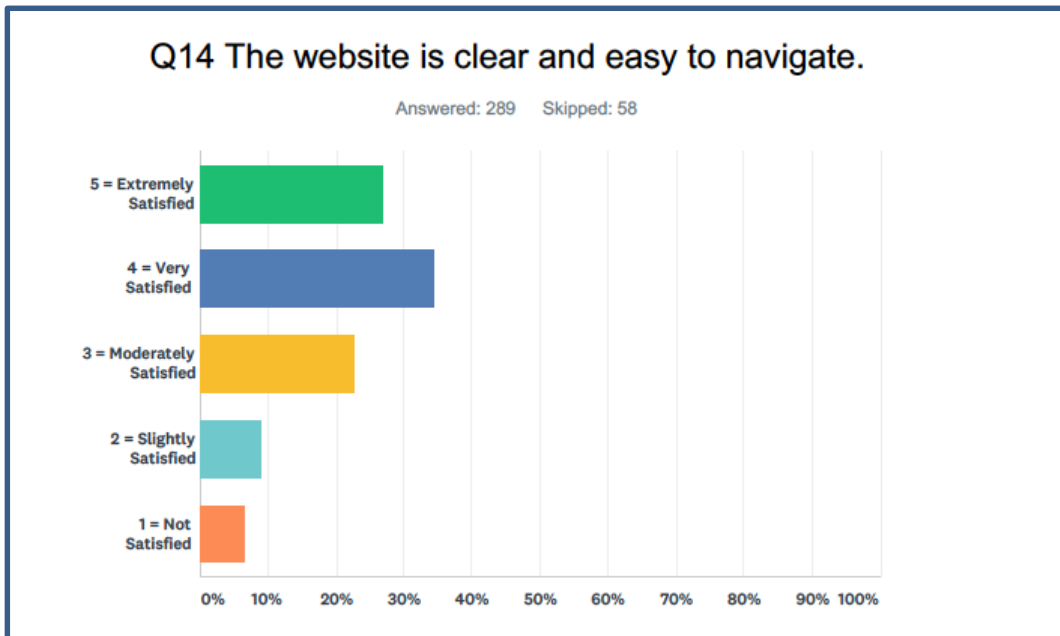
- * The majority of survey takers visiting the BON website visited sections related to nurse licensure with more than 83% of respondents (83.28%) indicating that licensure verification, renewal, endorsement or examination sections were visited. Following nurse licensure, the sections of the website most visited by respondents were approved nursing education programs, education guidelines, and refresher or remedial education courses (49.49%); then the Nursing Practice Act, agency rules and regulations, and rule changes (48.46%).



ANSWER CHOICES	RESPONSES	
Main Menu Tabs (e.g., Home, Public, Nurses, Students, Employers, Military, Contact Us)	46.42%	136
About - Newsletters, Publications, Employment Opportunities	22.18%	65
Forms - Applications and Online Services	44.37%	130
News - Board Meetings, Committee Meetings, Calendar of Events	21.16%	62
Licensure - Verification, Renewal, Endorsement, Examination	83.28%	244
Practice - Nursing Practice Information, Scope of Practice, BON Position Statements & Guidelines	46.08%	135
Education - Approved Nursing Programs, Education Guidelines, Refresher Courses, Remedial Education	49.49%	145
Discipline & Complaints - Complaints, Policies & Procedures, Imposter Alerts	13.31%	39
Laws & Rules - Nursing Practice Act, Rules & Regulations, Rule Changes	48.46%	142
FAQs - Frequently Asked Questions	26.62%	78
Updates, News and Notices	26.28%	77
Continuing Education Course Catalog	29.01%	85
Board of Nursing Facebook Page	5.12%	15
Total Respondents: 293		

Q14: Is the website clear and easy to navigate?

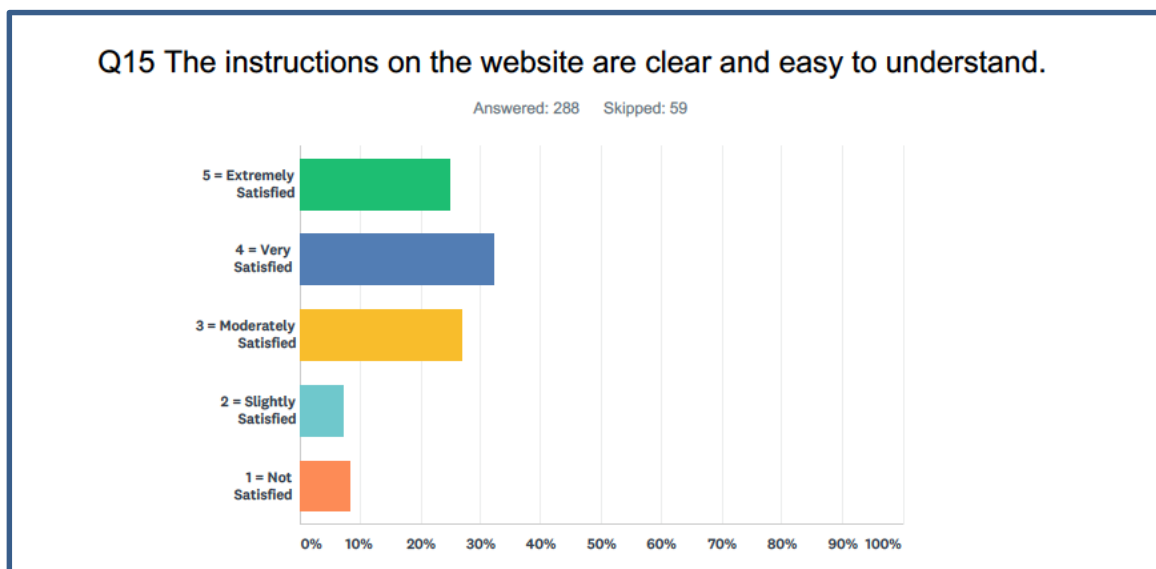
- * More than 61% of survey takers indicated that they were extremely satisfied (26.99%) or very satisfied (34.60%) with the ease and clarity of navigating the BON website.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	26.99%	78
4 = Very Satisfied	34.60%	100
3 = Moderately Satisfied	22.84%	66
2 = Slightly Satisfied	9.00%	26
1 = Not Satisfied	6.57%	19
TOTAL		289

Q15: *Were the instructions on the website clear and easy to understand?*

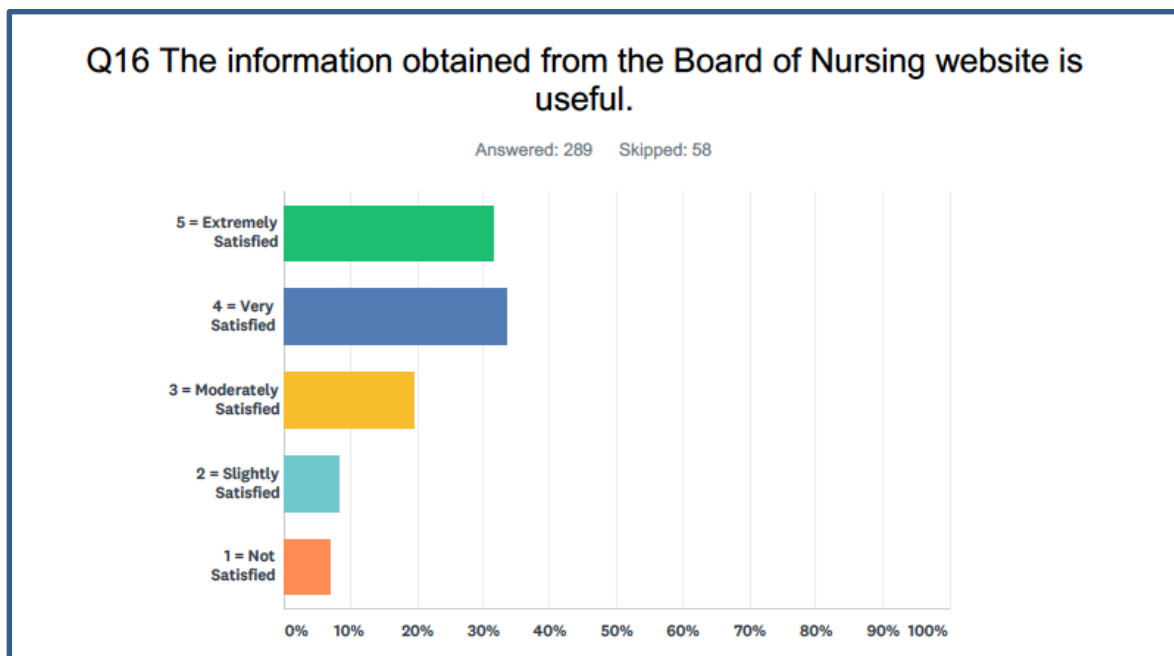
- * Instructions on the website were clear and easy to understand for more than 57% of respondents with 25.00% indicating that they were extremely satisfied and 32.29% of respondents very satisfied with the instructions on the website.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	25.00%	72
4 = Very Satisfied	32.29%	93
3 = Moderately Satisfied	27.08%	78
2 = Slightly Satisfied	7.29%	21
1 = Not Satisfied	8.33%	24
TOTAL		288

Q16: Was the information obtained from the BON website useful?

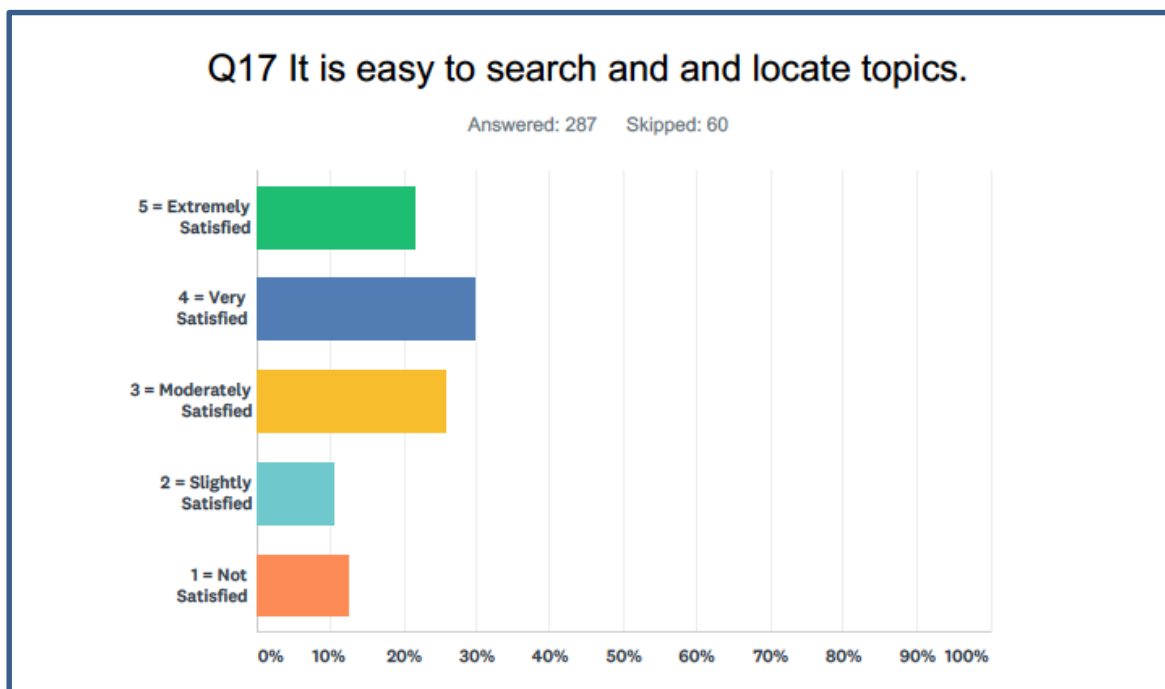
- * More than 64% of survey takers indicated that the information is useful. Thirty-one percent of respondents were extremely satisfied and 33.56% of respondents were very satisfied with the usefulness of information obtained from the BON website.



ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	31.49%	91
4 = Very Satisfied	33.56%	97
3 = Moderately Satisfied	19.72%	57
2 = Slightly Satisfied	8.30%	24
1 = Not Satisfied	6.92%	20
TOTAL		289

Q17: *Is it easy to search and locate topics?*

- * Improvements made to the search window on the BON website continue to receive positive feedback from survey takers. When asked if it is easy to search and locate topics, 21.60% were extremely satisfied and 29.62% of respondents were very satisfied with the ease of searching for and locating topics on the BON website.

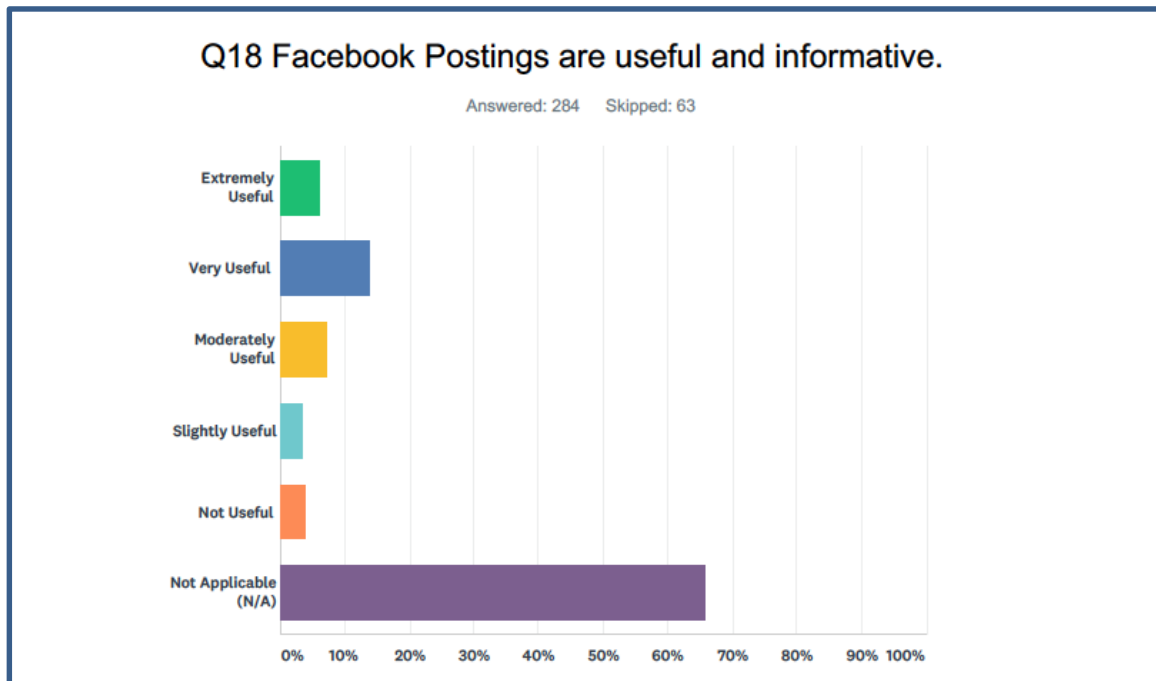


ANSWER CHOICES	RESPONSES	
5 = Extremely Satisfied	21.60%	62
4 = Very Satisfied	29.62%	85
3 = Moderately Satisfied	25.78%	74
2 = Slightly Satisfied	10.45%	30
1 = Not Satisfied	12.54%	36
TOTAL		287

BON Facebook Page

Q18: Were the BON Facebook postings useful and informative?

- * The BON Facebook page, launched in 2015, received the least feedback from survey takers. More than 65% of survey takers were not familiar enough with the page to provide feedback to the survey.

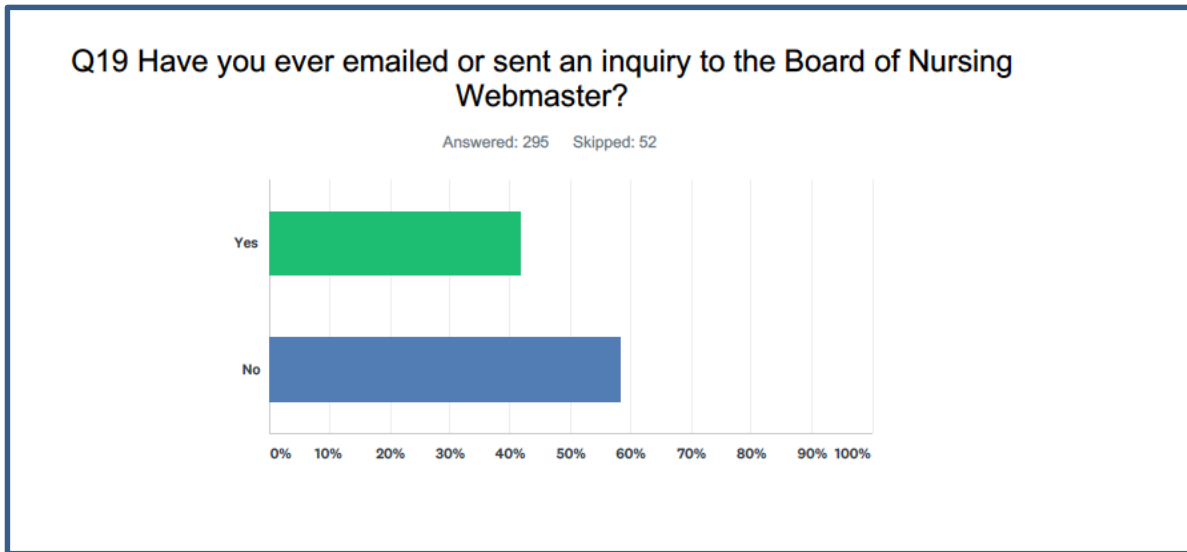


ANSWER CHOICES	RESPONSES	
Extremely Useful	5.99%	17
Very Useful	13.73%	39
Moderately Useful	7.04%	20
Slightly Useful	3.52%	10
Not Useful	3.87%	11
Not Applicable (N/A)	65.85%	187
TOTAL		284

Webmaster E-Mail Inquiries

Q19: *Have you ever e-mailed or sent an inquiry to the Board of Nursing Webmaster?*

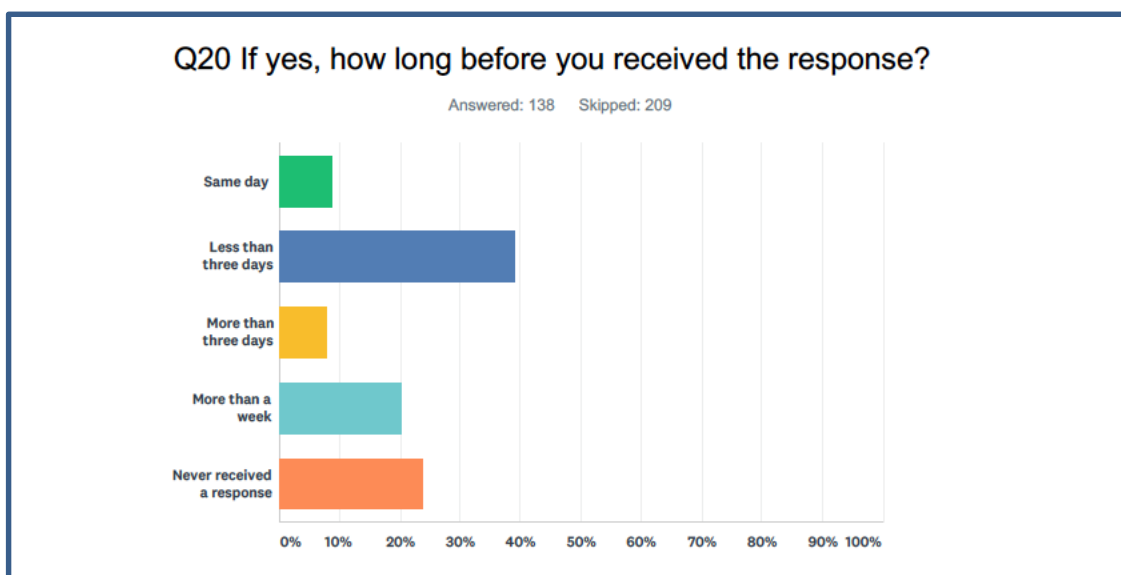
- * When asked if they had ever e-mailed an inquiry to the Board of Nursing Webmaster, only 41.69% (N=123) of survey takers indicated that they had done so.



ANSWER CHOICES	RESPONSES	
Yes	41.69%	123
No	58.31%	172
TOTAL		295

Q20: If yes, how long before you received the response?

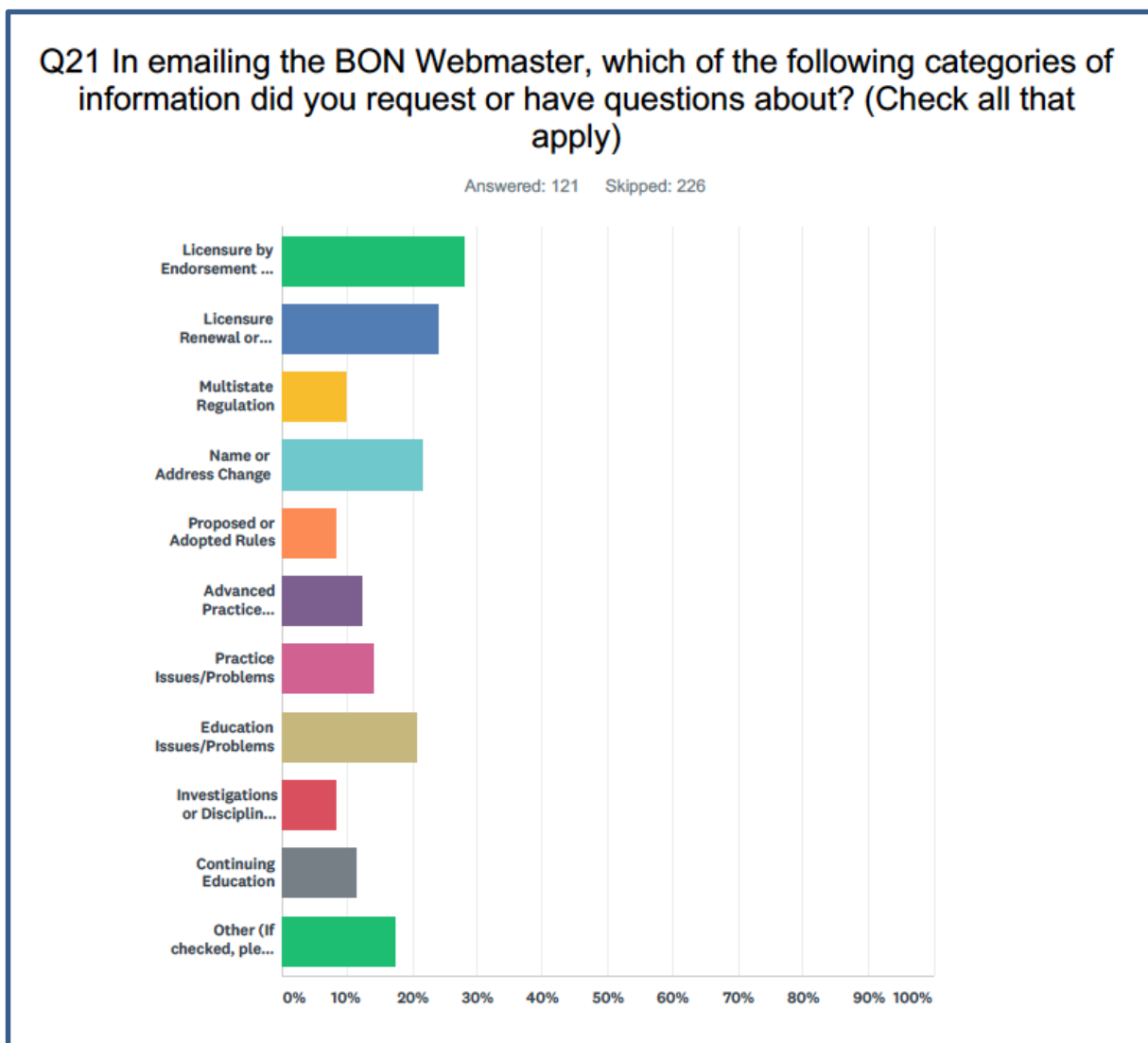
- * When asked how long they waited before receiving the response to an e-mail inquiry to the Board of Nursing Webmaster, 39.13% (N=54) of survey takers indicated that they received a response in less than three days. 23.91% (N=33) of survey takers indicated that they had never received a response. Explanations for this response include: lack of entry in the subject line, which are blocked by the agency firewall for security reasons, incomplete questions, or questions requiring responses from multiple departments which must be responded to by other departments and may require several days to complete.



ANSWER CHOICES	RESPONSES	
Same day	8.70%	12
Less than three days	39.13%	54
More than three days	7.97%	11
More than a week	20.29%	28
Never received a response	23.91%	33
TOTAL		138

Q21: In emailing the BON Webmaster, which of the following categories of information did you request or have questions about? (Check all that apply)

- * The largest percentage of questions submitted to the BON Webmaster related to licensure by endorsement or examination (28.10%) N=34, followed by licensure renewal or reactivation (23.97%) N=29, and questions relating to change of address (21.49%) N=26.



Q21 In emailing the BON Webmaster, which of the following categories of information did you request or have questions about? (Check all that apply)

ANSWER CHOICES	RESPONSES	
Licensure by Endorsement or Examination	28.10%	34
Licensure Renewal or Reactivation	23.97%	29
Multistate Regulation	9.92%	12
Name or Address Change	21.49%	26
Proposed or Adopted Rules	8.26%	10
Advanced Practice Issues/Problems	12.40%	15
Practice Issues/Problems	14.05%	17
Education Issues/Problems	20.66%	25
Investigations or Disciplinary Process/Action	8.26%	10
Continuing Education	11.57%	14
Other (If checked, please describe)	17.36%	21
Total Respondents: 121		

Q22: What regulatory topics would you like to see presented by the Board of Nursing for continuing nursing education credit?

Answered: 32 Skipped: 293

Regulatory topics identified by survey takers included:

- Dealing with conflict among staff and doctors,
- Documentation,
- Jurisprudence (N=2),
- APRN Scope of Practice (N=4),
- Peer review,
- New rules relating to nursing practice (N=2),
- New rules relating to nursing education,
- Cosmetic Anesthetist procedures,
- Ethics,
- Legal issues (N=2),
- Nursing faculty education,
- Refresher for education directors,
- Criminal actions that would prevent some from getting a nursing license,
- Critical care,
- Diabetes,
- Collaborative practice,
- Delegation, and
- Encouraging parents who are reluctant about vaccinations.

Q23: Are there any other General Comments/Feedback related to customer service that you would like to provide?

Answered: 130

Question 23 of the Customer Service Survey provided respondents the opportunity to provide feedback in their own words. Responses were received and are summarized below:

Critical Comments

- Add additional BON phone staff (N=29),
- Dissatisfied with phone interaction with Board Staff (N=7),
- More training for BON staff (N=5),
- Improve website (N=3),
- APRN licensure process too slow (3),
- Staff couldn't help with question (N=2),
- No response to email sent (N=2),
- Emails received were too short/insufficient info provided,
- APRN application confusing,
- Negative feedback on *Bulletin*,
- Make easier to get to correct department,
- Provide consistent information to callers,
- Information on website too vague, and

- License change process too slow.

Positive Comments

- Positive agency feedback (N=16),
- Staff were helpful (N=9), and
- Positive feedback on Bulletin (N=3)

Suggested Changes

- Employer wants DOB and SSN added back to verification page provided (N=4),
- Make change of address easier (N=2),
- Make Bulletin online only (N=2),
- Provide more assistance for nurses endorsing from Puerto Rico (N=2),
- Send email updates on licensure status (N=2),
- Make NPA more searchable (N=2),
- Go back to original table of contents format for *Bulletin*,
- Make info on revocation/suspension easier to find,
- Only provide disciplinary action info when verifying license,
- Add auto follow-up responses to webmasters,
- Notify affected parties prior to implementing new procedures concerning monthly education reports to schools,
- Add APRN specialty to notice of disciplinary action,
- Provide more contact information on verification page,
- Do not provide e-mail information to the public,
- Simplify nursing jurisprudence requirement,
- Fix verification where it prints on one page,
- Add page to confirm correct e-mail on file,
- Add auto response to emails indicating that email was received,
- Make it easier to make scope of practice decisions with more online resources,
- Make it easier to register for fingerprinting,
- Speed up licensure updates/processing,
- Clarify fees and application,
- Add online portal for CE submission,
- Redo education roster submission process,
- Provide pictures of needed student nurse forms to make it less confusing,
- Add dedicated phone line for educators,
- Add NJE calculator back on website,
- Provide more attention to international candidates,
- Host fun events like poetry related to nursing,
- Send out notice before renewals detailing CE requirements,
- APRN Clinical Practice Requirement - Documented yearly continuing education hours (100 hrs) in the four years prior to renewal should be considered in lieu of required practice hours,
- If the Board decides to inactivate an APRN license, the temporary permit should be issued simultaneously, and
- A license should be able to be "programmed" to expire at the end of the birth month even when the renewal application is filed early.

Data collected by the survey will be shared with all departments to help facilitate improvements in customer service provided by the Board. Staff will continue to survey respondents on customer service on a biennial basis to solicit feedback and, where possible, make changes to improve the interactions between the Board of Nursing and the customers served by the agency.